

# Winnebago Mental Health Institute DHS Patient Portal

After you leave a Wisconsin Department of Health Services (DHS) facility, you can use the DHS Patient Portal to review your records. The DHS Patient Portal allows you to:

- View results of select lab work or other tests.
- View and/or download portions of your medical record.
- View clinical visit information.
- View your last active facility medication list, allergies, immunizations, and more.
- View educational materials.
- Access your health information through Oracle Health's HealtheLife app for Apple or Android.



## Mobile app

The app to access the DHS Patient Portal is available for download for both Apple and Android devices. The app is called **HealtheLife**. You must set up your account on a computer or in a web browser before you can log in to the app.

## Set-up guide

- 1.) To request access to the portal, call Winnebago Mental Health Institute (WMHI) at 920-235-4910 and ask for the Health Information Management department.
  - Your health care provider will confirm your identity and email address and start the sign-up process.
  - You will be given a 6-digit code to use during the sign-up process to create your account.
  - You will receive an email with instructions on how to create your DHS Patient Portal account.
- 2.) In the email invitation, select the link. The link takes you to a page with quick steps on how to get started.
- 3.) Verify the patient's date of birth and enter the 6-digit code given to you.
- 4.) You will be taken to the sign-up page to create a unique username and password.
- 5.) Check the box to accept the terms of use and select "Create Account."
- 6.) Your information will be placed in the portal, and you may begin reviewing your records.

## Frequently asked questions and troubleshooting

### Is my information secure?

The security of your health information is critical and of utmost importance to us. The DHS Patient Portal has the highest level of confidentiality and technical security. No one has access to your medical record unless you authorize it.

### How do I sign up for the DHS Patient Portal?

See "Set-up guide" above. Call WMHI to request access to the portal. They will verify or obtain the email address you want to use. You will receive an email invitation with instructions on how to create your account.

### What if I have other issues?

Oracle Health's consumer care team speaks directly with patients. Phone support is available 24/7 for login assistance, navigation, error messages, etc. Call the Consumer Care Hotline at 877-621-8014.

